

**Service: Georgia Video Network Services (GVNS)**

**Service Line:** Video Communications

**Status:** In production

**General Description:**

GTA provides video teleconferencing via GVNS to public sector organizations throughout the state. Statewide video conferencing applications can include:

- distance learning for K-12
- community colleges and universities
- telemedicine
- worker training
- meetings
- emergency response assistance

GVNS includes two service options:

- High-Touch uses the GVNS Scheduler to set up a conference that can be either point-to-point or multipoint.
- On-Demand service establishes the conference simply by dialing the assigned phone number and entering a PIN code.

GVNS services are available on all MPLS access circuits, including xDSL. Private Line and Frame Relay access circuits are available with and without COS/QOS (Class of Service/Quality of Service). xDSL access circuits are available without any COS/QOS, as only video traffic travels over xDSL. SLAs for a site will be determined after the site visit. Also, GVNS services are available on non-MPLS access circuits.

The monthly rate structure of GVNS is designed to support up to 10 public IP addresses per site when using High-Touch Services and one PIN number per site when using On-Demand Services. If a site needs seven public IP addresses and one PIN number, then the monthly rate is only \$275. If a site needs 11 public IP addresses (or a second PIN number for on-demand services), then the monthly rate is \$550 (\$275 + \$275), with as many as 20 public IP addresses and two PIN numbers. A site that needs more than one PIN number for on-demand services can order additional PIN numbers at a monthly rate of \$275.

**Service Level Targets:**

- MPLS core network monthly average:
  - Availability - 99.999%
  - Latency, round trip - not more than 55 milliseconds
  - Jitter - not more than 5 milliseconds
  - Packet delivery, round trip - greater than 99.5% monthly average
- MPLS Access Circuit (excluding xDSL) monthly average:
  - Availability - 99.9% monthly average
  - Latency - 30 milliseconds, monthly average
  - Jitter - less than 15 milliseconds

- MTTR - 4 hours
- Outage notification - 15 minutes
- Video Site Availability: 99.0% monthly average for all connections subscribing to real time class of services, available 24 hours a day, 365 days a year, minus any scheduled maintenance time.
- Scheduling Tool: 100% measured 24 hours a day, 365 days a year, minus any scheduled maintenance time.
- Scheduled Maintenance Time: Notification within 72 hours
- Problem Resolution: Resolve 90% of network connection problems not resulting from failure of a bridge or other equipment within 15 minutes. Troubleshoot and isolate 75% of equipment problems and either resolve or escalate within two hours. Repair bridges and other BellSouth managed hardware within one day.
- Availability Measure Method: 100 outage minutes per month from trouble tickets covering access circuits, MPLS VPN core network, bridges, and BellSouth Premium Managed Router. Excludes scheduled maintenance time during non-business hours with 72-hour notification.

**Availability:**

Statewide, 24 hours a day, 365 days a year.

**Limitations:**

Only sites with the necessary video equipment can use GVNS services.

**Prerequisites:**

- Proposed video sites, along with any associated teleworking sites, must be certified with the vendor before being added to the video network.
- LAN, router and firewalls must be configured for live, interactive videoconferencing,

**Pricing / Charges:**

**These rates are for Fiscal Year 2007**

- Video Services (\$275/month): includes up to 10 IP addresses and one on-demand PIN number. (When using GTA's MPLS network, this rate must be added to the MPLS access circuit listed below).
- A site with an existing data MPLS T1 circuit with QoS (within BellSouth territory): Existing circuit cost + \$275.
- A site with an existing data MPLS T1 circuit without QoS (within BellSouth territory): Existing circuit cost + QoS (\$127) + \$275.
- A site with an existing data MPLS Frame Relay circuit with QoS (within BellSouth territory): Existing circuit cost + \$275.
- A site with an existing data MPLS Frame Relay circuit without QoS (within BellSouth territory): Existing circuit cost + QoS (\$127.99) + \$275.
- A site using xDSL: xDSL cost + \$275
- MPLS video circuit outside of BellSouth territory: Case-by-case (Please contact your GTA Account Manager for a price quote).

- Non-MPLS sites have the GVNS monthly rate of \$275. Network cost is provided by the non-MPLS site and not by GTA.
- A service order charge will be applied, in addition to the GVNS rate.

**Service Components or Product Features Included in Base Price:**

- Technical support
- Bridging equipment
- Vendor management
- Fixed usage per month
- MPLS to Internet, at no additional cost
- MPLS to ISDN - See GVNS Gateway Services for additional information
- Transcoding H.320 to H.323
- Rate adapting
- Sharing bandwidth
- IP/VPN network connection
- 24x7 service support
- More than 16 sites in the same conference
- Web-based scheduling for fast and easy conference connection
- Better network and trouble ticket monitoring
- Agencies can track their trouble ticket online
- Online work order tracking

**Options Available for an Additional Charge:** None

**Service Components or Product Features Not Included:** N/A

**What GTA Provides:**

- MPLS network
- Scheduler
- Help Desk (see below)
- Managing video equipment contracts
- LAN best practices

**What the Customer Provides:**

- Video equipment (see "Other Information")
- Maintenance (usually included in equipment contract)
- Agency letter to AGT (see below)
- LAN support

Customers must send a letter to AGT identifying their equipment maintenance vendor so AGT can open a trouble ticket for the customer with the equipment vendor.

**Service Support:**

Report problems for GVNS to Applied Global Technologies (AGT) using the toll-free number (1-800-482-9048).

**Service Issue Escalation:**

To escalate service or contract issues, contact Roger Hatcher, Video Product Manager, at [rdhatche@gta.ga.gov](mailto:rdhatche@gta.ga.gov) or call (404) 656-2919.

**Benefits / Advantages:**

- Sharing bandwidth
- Troubleshooting network problems before a site is affected
- Comprehensive technical support

**How to Start this Service:**

Contact the GTA Office of Solutions Marketing at [gtasolutionsmarketg@gta.ga.gov](mailto:gtasolutionsmarketg@gta.ga.gov) or (404) 651-6964 to be put in touch with your GTA Account Manager.

**Related Services and Products:**

- Gateway Services, for ISDN connections
- MPLS

**Other Information:**

Video endpoint equipment can be purchased either in hardware or software versions. Currently, hardware equipment makes up the greatest number of video sites and delivers the best picture and sound quality. Software video codecs are the lowest priced; however, the picture and audio quality vary from that delivered by most hardware video systems.

Pricing for video hardware equipment varies widely, based in large part on the number of people that need to participate in each room. Small group systems can be purchased for less than \$5,000 per system, not including installation or maintenance. The industry average for a standard conference room configuration is about \$10,000. Large presentation or large classroom systems can range as high as \$50,000 or higher. You should consult with the contract vendors to assure complete and correct configurations. However, if you need a second option, contact your GTA Account Manager and they will contact the product's subject matter expert (SME)

Software video codec pricing ranges from \$140 to \$170.

GVNS will support transmission rates between 128Kbps to 768Kbps; however, the typical rate is 384Kbits (or about 450Kbits when including network overhead bits).

Customers are responsible for providing their own video equipment, including maintenance for the equipment. GTA has several vendors under contract providing

customers with video equipment and other video services. For video equipment and other video services, please see the approved MiCTA contracts listed on GTA's web site.

Also, should customers need customized video engineering and/or design services, those services are also available via state contracts. For a listing of all state contracted video equipment vendors, please visit:

[http://gta.georgia.gov/00/article/0,2086,1070969\\_15765052\\_17646130,00.html](http://gta.georgia.gov/00/article/0,2086,1070969_15765052_17646130,00.html)

**Terms and Definitions:**

DSL, xDSL, etc.: xDSL is a generic term that applies to all DSL technologies. DSL stands for Digital Subscriber Line; the x indicates the type of the particular DSL circuit, e.g., ADSL (asymmetric DSL), HDSL (high bit rate DSL), VDSL (very high bit rate DSL) and SDSL (symmetric DSL).

QoS (Quality of Service): A way to provide better or stable service for selected network traffic through bandwidth or latency control.

MPLS (MultiProtocol Label Switching): A family of Internet Engineering Task Force (IETF) standards in which IP networks can make packet forwarding decisions based on a pre-allocated label to setup a Label Switched Path (LSP).

MTTR (Mean Time to Repair): The average time required to return a failed device or system to service.

VPN (Virtual Private Network): A VPN has the look and feel of a private network to a user. But it's really part of the Internet with heavy security – so no one on the Internet can see what's going on in the VPN.